

ORIGINAL

BEFORE THE  
POSTAL RATE COMMISSION  
WASHINGTON, DC 20268-0001

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POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY

Special Services Fees and Classifications) Docket No. MC96-3

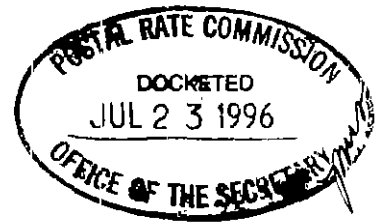
OFFICE OF THE CONSUMER ADVOCATE  
INTERROGATORIES TO UNITED STATES POSTAL SERVICE  
WITNESS JOHN F. LANDWEHR  
(OCA/USPS-T3-7-9)  
(July 23, 1996)

Pursuant to sections 25 and 26 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents. Instructions included with OCA Interrogatories 1-4 to the United States Postal Service dated June 19, 1996, are hereby incorporated by reference.

Respectfully submitted,

*Gail Willette*

GAIL WILLETTE  
Director  
Office of the Consumer Advocate



*Shelley Dreifuss*

SHELLEY DREIFUSS  
Attorney

OCA/USPS-T3-7. In your testimony at 4, you indicate that the non-resident customers in Middleburg, VA, tend to call for their mail at infrequent and irregular intervals.

- a. Of the non-resident post office box holders whose mail volume exceeds the box capacity, how frequently does the mail exceed the box capacity for 12 consecutive business days? Your response should include the percentage of non-resident post office box holders whose mail exceeds box capacity for 12 consecutive business days. Please provide the same percentage for resident post office box holders.
- b. For those non-resident customers who call for their mail at infrequent and irregular intervals, what is the average number of business days each month that post office box mail exceeds the box capacity? Please provide the same estimate for resident customers.
- c. Do any resident customers call for their mail at infrequent and irregular intervals? Please estimate the percentage of resident customers who call for their mail at infrequent and irregular intervals. Provide the same estimate for non-resident customers.

d. For resident post office box holders, what is the average period of time between visits to retrieve their mail?

Please provide the same estimate for non-resident customers.

OCA/USPS-T3-8 The following interrogatory refers to your testimony at 9.

In a recent case, one non-resident customer failed to pick up mail for over three weeks, and during that period, four containers of mail accumulated for the customer.


Did the Postal Service follow Domestic Mail Manual D920.1.7 and require the customer to use caller service? Please explain what action was taken. If no action was taken, explain why not.

OCA/USPS-T3-9. Refer to page 3, lines 12-14, of your testimony concerning your familiarity with the operations in the Middleburg, VA; San Luis, AZ; and Blaine, WA post offices.

Please confirm that the administrative burden associated with post office boxes rented by non-resident foreign nationals is greater than the administrative burden associated with non-resident US nationals. If you do not confirm, please explain.

CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with section 3.B(3) of the special rules of practice.

  
SHELLEY DREIFUSS  
Attorney

Washington, DC 20268-0001  
July 23, 1996